

APPENDIX A

(Office Symbol)

(Date)

MEMORANDUM FOR Personnel Responsible for FSBP/DPW Barracks Operations

SUBJECT: Key Control Standard Operating Procedures (SOP) for the First Sergeant's Barracks Program (FSBP)

1. Reference:
 - a. AR 190-13, The Army Physical Security Program, 30 Sep 93.
 - b. AE Suppl 1 to AR 190-13, Army in Europe Physical Security Program, 23 Oct 03.
 - c. AR 190-51, Security of Unclassified Army Property, 30 Sep 93.
2. Purpose. To establish responsibilities and procedures for FSBP key control.
3. Responsibilities.
 - a. Chief, Housing Services Branch.
 - (1) Is ultimately responsible for key control for the FSBP program.
 - (2) Will appoint on orders, using memorandum format (see Appendix A-1), a Key Control Officer (KCO) and alternate(s) to act in his behalf on all key control matters.
 - (3) Will maintain a current roster (see Appendix A-2), signed by the Chief, Housing Services Branch of the appointed and alternate(s) KCO and Key Custodian(s) who are authorized unaccompanied access to the key control area. The memorandum/roster will be posted in a prominent place within the key control area/room.
 - b. Key Control Officer (KCO).
 - (1) Will establish and monitor the key control program for the FSBP. This includes all buildings, key boxes and/or GSA vehicles (if GSA vehicles are utilized for the FSBP).
 - (2) Will insure there are alternate keys to each key issued and that they are properly maintained and secured.
 - (3) Will conduct a 100% semi-annual key inventory of all keys through the use of the KeyTrak system and will record and maintain the results.
 - (4) Will ensure that appropriate action (statement of charges, etc.) is initiated for reimbursement to the Government for keys that are lost or damaged through negligence.

Office Symbol

SUBJECT: Key Control Standard Operating Procedures (SOP) for the First Sergeant's Barracks Program (FSBP)

(5) Will conduct and record key control inspections of key custodians and administrative staff quarterly. An informal memorandum will be used to document inspection results.

c. Key Custodian(s).

(1) Will maintain and operate the KeyTrak system.

(2) Will coordinate with the DPW lock shop for the replacement of broken, defective, or compromised locks.

(3) Will issue all individual office, room keys and master keys on the KeyTrak automated hand receipt.

(4) Will ensure that adequate control of all keys is accomplished as directed by the Chief, Housing Services, the KCO and this SOP.

(5) Will ensure keys not issued for personal retention are not removed from the USAG Hohenfels inventory unless directed by the Chief, Housing Services or KCO. Keys that are personally retained will be inventoried monthly with results recorded on DA Form 5513-R.

(6) Will ensure key depositories are kept locked at all times when keys are not being issued, returned, or inventoried. Will ensure proper logging off of the KeyTrak system after use.

(7) When issuing keys, will ensure keys are not marked in any manner which will assist an unauthorized individual in matching a key that was lost, stolen, or misplaced.

4. Required Forms and Records.

a. The automated KeyTrak system will be used as an overall management tool for control of FSBP keys. The KeyTrak system will record key custodian key issue and turn-in use. This system will serve as the record to be used for key control and inventory. The system maintains serial number, location of key, and number of keys maintained and issued as changes occur and automatically updates key status. The KeyTrak system will be used for semi-annual inventories.

b. The KeyTrak systems automated hand receipt will be used for issuance of keys, both permanent and temporary.

c. The Chief, Housing Services Branch will prepare an access roster to identify individuals who have access to the key depository.

d. The access roster will be in memorandum format, signed by the Chief, Housing Services Branch, and will have full name and rank/grade of individuals allowed key access. The roster

Office Symbol

SUBJECT: Key Control Standard Operating Procedures (SOP) for the First Sergeant's Barracks Program (FSBP)

will be posted on the key depository.

5. Inventories.

a. All keys will be inventoried every six months. The Primary/Alternate Key Control Officer(s) will conduct the inventory.

b. All inventories will be conducted through the use of the KeyTrak system.

6. Reproduction.

a. US Government keys are not authorized to be reproduced commercially.

b. Damaged hard keys will be given to FSBP management who will then submit a work order thru DPW for a replacement.

c. Room keys will be replaced by the FSBP management team. New keys will only be issued if the key was lost. Duplicate keys will only be issued for damaged keys, expired keys, or non working keys. If the Soldier cannot produce the damaged key, etc. then a new key will be issued and appropriate action (statement of charges, cash collection, etc) will be initiated.

d. Master keys can only be made and issued by FSBP management.

e. When a new barracks room key is made, FSBP management must first (before issuing the key) insert the key into the door lock to ensure it works properly.

f. When a new master key is made, the master key must be inserted into every barracks room lock assigned to that master key to ensure it works properly.

g. If an individual office key or master key to the barracks management office(s) or the administrative office(s) is lost, the KCO will informally investigate the loss and advise the Chief, Housing Services, whether the lock has been compromised and needs to be replaced, or if only an additional key is required.

TYPED NAME
Chief, Housing Division
DPW, USAG Hohenfels

APPENDIX A-1, Duty Appointment - KCO

Office Symbol

Date

MEMORANDUM FOR RECORD

SUBJECT: Duty Appointment for (Primary or Alternate) Key Control Officer

1. EFFECTIVE: (Date, grade, name, ID #) is appointed as the (Primary or Alternate) Key Control Officer for the USAG Hohenfels, Housing Division, FSBP Barracks Key Control Area for the following building(s): List the SSH buildings numbers.
2. AUTHORITY: AR 190-51, appendix D, Security of Unclassified Army Property, 30 Sep 93.
3. PURPOSE: Assure proper control, accountability, and handling of keys and locks for the buildings identified above.
4. PERIOD: Until officially relieved or released from this appointment.
5. SPECIAL INSTRUCTIONS: Become familiar with the key control provisions of AR 190-51.
6. Point of contact is the undersigned at (phone number).

TYPED NAME
Chief, Housing Division
DPW, USAG Hohenfels

DISTRIBUTION:

1. Individual concerned
2. FSBP Admin Files

IMEU-HHF-PWH

SUBJECT: First Sergeant's Barracks Program Standard Operating Procedures

APPENDIX A-2, FSBI Key Control Area/Room Unaccompanied Access Roster

Office Symbol

Date

MEMORANDUM FOR RECORD

SUBJECT: FSBP Key Control Area Unaccompanied Access Roster

1. The following individuals are authorized unaccompanied access to the FSBP Key Control Area:

| <u>NAME</u> | <u>RANK</u> | <u>SSN/ID</u> | <u>DUTY ASSIGNMENT</u> |
|----------------|-------------|---------------|------------------------|
| SNUFFY, Joe | YA-02 | XXX-XX-XXXX | USAG-H Housing |
| JOE, Gi | C6 | XXX-XX-XXXX | USAG-H Housing |
| PRESLEY, Elvis | Contractor | XXX-XX-XXXX | USAG-H Housing |

2. Inspecting officers and other visitors are not allowed unaccompanied access to the KeyTrak system for FSBP keys unless accompanied by one of the individuals above.

3. Point of contact is the undersigned at (phone number).

TYPED NAME
Chief, Housing Division
DPW, USAG Hohenfels

DISTRIBUTION:

1. Individuals Concerned
2. FSBP Admin Files

APPENDIX B



USAG HOHENFELS

SOLDIERS QUARTERS IN-PROCESSING CHECKLIST

Date _____

Rank/Name: _____

Organization: _____ Bldg/room _____

1. Information provided:

Handbook consisting of:

Government Furniture Support

Maintenance and Repair

Physical Security/Safety

Appearance and Standards

Apparel

Environmental/Energy Conservation

Temporary Lodging Allowance

Authorization to move into private rental housing

Initial:

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☐
☐
☐
☐
☐
☐
☐

Your First Sergeant and Building/Floor Coordinator has a copy of the Standing Operating Procedure(SOP) for Unaccompanied Personnel Housing (UPH) – Barracks – Management and a copy of the recycling guide for more in-depth information

FSBP SOP for Building, Stairwell, and Floor Coordinators

☐

2. I have been briefed on all of the above and have received the following handouts:

Application Sheet

Barracks Assignment Guideline

Liability for Damage to Assigned Quarters

Government Funding for local Moves

UPH Inventory and Condition Report

Government Furniture Listing

Cleaning Standards

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Signature and Phone # _____

APPENDIX C

*PRIVACY ACT STATEMENT: SSN Used for identification only. Authority: Executive Order 9397



USAG HOHENFELS

Application for Barracks Assignment

NAME: _____ RANK: _____
(LAST, FIRST, MI)

SSN# _____ DATE OF RANK: _____

GENDER: M ___ F ___ UNIT ASSIGNED: _____

ARRIVAL DATE: _____ DATE DEPARTED LAST DUTY STATION: _____

MARITAL STATUS: MARRIED: _____ SINGLE: _____ DIVORCED: _____

WILL YOU BRING YOUR FAMILY: YES ___ NO ___ ETS DATE: _____ DEROS _____

BUILDING ASSIGNED: _____ ROOM: _____

SOLDIER SIGNATURE

DATE

APPENDIX D

*PRIVACY ACT STATEMENT: SSN Used for identification only. Authority: Executive Order 9397



**USAG HOHENFELS
BARRACKS ASSIGNMENT GUIDELINES/CHECKLIST**

____ Inspect your assigned space upon arrival. Annotate any deficiencies on the 'Barracks Move-in Condition/Inspection Checklist' provided to you and return it to your Barracks Management Office within 3 working days.

____ Approval from your 1SG **AND** your Barracks Management Office must be received **BEFORE** changing rooms.

____ If you are in a room by yourself (SPC and below), do not migrate into the adjoining space; always have the room ready to receive a roommate.

____ Removal/swapping out of any furniture in the barracks rooms/buildings **IS NOT** authorized.

____ Practice good housekeeping.

____ Pets **ARE NOT** authorized.

____ Smoking **IS NOT ALLOWED** in SSH. Only smoke outside in designated areas. Residents are reminded that this policy also includes visitors.

____ When cooking in rooms equipped with cooking appliances, items must not be left unattended.

____ Lit candles, incense or oil lamps are strictly prohibited.

____ Tampering with smoke detectors is not allowed (removing, turning-off, etc).

____ Maliciously discharging fire extinguishers is not allowed.

____ Tampering with any fire prevention/safety equipment may result in punitive action. This includes exit lights and signs, emergency back-up lighting and exit hardware.

____ Parking in designated fire lanes or within 15 ft of a fire hydrant or fire department connection is not allowed. You could be ticketed by the Provost Marshall's Office for parking/driving your POV in non-designated parking/driving areas.

____ For lock-outs, contact your Barracks Management Office or the After Hours Services during non-business hours.

____ Work Orders should be placed by contacting your Barracks Management Office. In the case of an emergency during non-business hours, you may call the work order number listed below. Please notify your Barracks Management Office of any deficiencies ASAP.

____ All Service Members must out-process through their respective Barracks Management Office when clearing their assigned space. Please schedule an appointment with your Barracks Management Office at least 48 hours prior to your departure.

____ Charges will be assessed for damages other than fair wear and tear and items unaccounted for.

____ Charges will be assessed for a relock and rekey for keys that are lost or not returned upon clearing.

YOUR BARRACKS MANAGEMENT OFFICE IS: BLDG# 85, 466-2509/3637

(Office Hours: Monday-Friday, 0730-1600)

AFTER HOURS SERVICES, PLEASE CALL: 466-2858

(Office Hours: Monday-Friday, 1600-0730; Saturday, Sunday & Holidays, 24 hrs)

WORK ORDERS: 466-2752

Military Police
466-2747

Fire Department
466-2858

SERVICE MEMBER NAME

BLDG/WING/ROOM

SERVICE MEMBER SIGNATURE

DATE

APPENDIX E



LIABILITY FOR DAMAGE TO ASSIGNED QUARTERS

Public law makes military residents of Government housing units legally responsible for damage to the units, or for damage or loss of Government-owned appliances and furniture. Damages include lack of cleaning or failure to clean when resident clears/moves out of assigned room. This notice explains the rules, which apply to unaccompanied personnel housing. Please read carefully and keep a copy for your records.

1. You can be held pecuniary (financially) liable when your Government quarters, appliances, or furnishings are lost, damaged or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly, or if you are aware that your guests act carelessly and you do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of quarters, i.e., conducting an unauthorized business in the housing unit.
2. The Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct. In such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your guests act recklessly and you do not take proper steps to prevent or minimize such misconduct or reckless behavior. If despite such knowledge, you fail to exercise available opportunities to prevent or limit the damage, you are grossly negligent and will be charged for the full amount of the loss.
3. You are not liable for damage consisting only of fair wear and tear, or caused by an act of God or by the acts of persons other than your guests.
4. Special rules for quarters-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interest of the United States. This waiver authority, which is similar to forgiveness of the debt, is new. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.
5. The potentially great liability makes the question of insurance more important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may have insurance for your protection and peace of mind.

I have read and understand the policy contained herein.

Printed name and rank

Bldg/room

Signature

Date

APPENDIX F, AE Suppl 1 to AR 420-1**GOVERNMENT FUNDING FOR LOCAL MOVES**

A local, short-distance move of household goods is government funded if the move is deemed by the Garrison Commander to be "for the convenience of the government." Conversely, a local, short-distance move that is made to accommodate a service member's personal issues, convenience, or desires will not be authorized for payment by the Government. Paragraph U5355 of the Joint Federal Travel Regulation (JFTR) provides specific policy guidance pertaining to short-distance moves. The information contained in the following matrix addresses some of the more common local moves and outlines the responsibility for funding the cost of the move:

| SITUATION | Government Funded | Personal Expense |
|---|------------------------------|-----------------------------|
| Single pregnant service member is "directed to move from barracks to Family housing | X | |
| Single pregnant service member elects to move from barracks to private rental housing | | X |
| Single service member marries and moves from barracks to Family housing | X | |
| Single service member marries and elects to move to private rental housing when Family housing is available (Mandatory housing assignment policy in effect) | | X |
| Married couple living in Government Family housing divorce and sponsor moves to the barracks | X | |
| Change in Family composition or rank increases bedroom or category authorization | | X |
| Family elects to move from Family housing to private rental housing | | X |
| Family requests to move from private rental housing to Family housing for personal convenience | | X |
| Service member must vacate private rental housing for reasons beyond member's control incident to "Involuntary" tour extension | X | |
| Service member must vacate private rental housing due to landlord's refusal to renew lease or eviction | | X |
| Garrison Commander determines quarters are uninhabitable | X | |
| Garrison commander directs mandatory assignment to Government Family housing to fill vacant units | X | |
| Required to vacate Government Family housing due to retirement from active duty or separation from service | X | |
| Any move directed at the discretion of the garrison commander | X | |
| Move to another Government Family housing unit based on a medical exception to policy approved by the garrison commander | X | |

INVENTORY AND CONDITION REPORT (UPH)

| OCCUPANT 'S NAME | | BLDG # | ROOM # |
|----------------------------------|--------------------------------|------------------|-------------|
| PHONE # | | LAST PAINTED | |
| ASSIGNMENT | | PRE-TERMINATION | TERMINATION |
| BEDROOM | QTY | CONDITION | |
| WALLS | | | |
| FLOORS | | | |
| DOOR | | | |
| LIGHT/ELECTRICAL OUTLETS | | | |
| WINDOW | | | |
| WINDOW SCREENS | | | |
| BLINDS | | | |
| RADIATORS | | | |
| BUILT-IN-CLOSET | | | |
| | | | |
| | | | |
| BATHROOM | | | |
| WALLS | | | |
| FLOOR | | | |
| DOOR | | | |
| LIGHT/ELECTRICAL OUTLETS | | | |
| WINDOW | | | |
| WINDOW SCREENS | | | |
| BLINDS | | | |
| RADIATOR | | | |
| CABINETS | | | |
| SHOWER | | | |
| TOWEL BARS | | | |
| SOAP DISHES | | | |
| TOILET PAPER DISPENSER | | | |
| SINK | | | |
| MIRROR | | | |
| TOILET | | | |
| | | | |
| | | | |
| KITCHENCABINET | | | |
| WALL | | | |
| FLOOR | | | |
| DOOR | | | |
| LIGHT/ELECTRICAL OUTLETS | | | |
| CABINETS | | | |
| SINK | | | |
| | | | |
| DATE AND SIGNATURE OF INSPECTOR: | DATE AND SIGNATURE OF OCCUPANT | | |

APPENDIX H



USAG HOHENFELS

Inventory

Name: _____ Rank: _____

Bldg: _____ Room: _____

| Nomenclature | Qty | Condition Code |
|--|-----|----------------|
| Bed, Double: Slat | | |
| Bed, Single: Platform Modular | | |
| Bed, Single: Stackable | | |
| Blanket: Bed Wool Olive | | |
| Bookcase: Desk Carrel Modular | | |
| Chair, Easy: Modular | | |
| Chair, Straight w/o Arms: GP Modular | | |
| Chest: 3 Drawer Bachelor Modular | | |
| Chest: 5 Drawer Modular | | |
| Chest: 6 Drawer Modular | | |
| Cover, Mattress: Sgl | | |
| Desk: Student (UPH) Modular | | |
| Draperies: Flex | | |
| Dresser: 6 Drawer (UPH) Modular | | |
| Entertainment Unit: Stand TV/VCR Modular | | |
| Lamp, Table/Desk: Wood | | |
| Mattress, Double: HDFM | | |
| Mattress, Single: HDFM | | |
| Mirror: Framed Modular | | |
| Sofa: 2 Seat Modular | | |
| Table, Coffee: Modular | | |
| Table, Night: (UPH) Modular | | |
| Wardrobe: 2 Door (UPH) Modular | | |

*Used when HOMES generated hand receipt is not available.

APPENDIX I

MINIMUM CLEANING STANDARDS FOR SOLDIERS QUARTERS

Ref.: AR 420-1, chapter 3, table 3-13.

CLEANING STANDARDS

FLOORS, RUGS AND INSTALLED CARPET

Sweep or vacuum.

Remove stains, wax and dirt sediments.

Damp mop floors with mild cleaning solutions, no bleach!

Clean area rugs and installed carpeting to remove dirt and spots.

WALLS AND CEILINGS

Remove all dirt, cobwebs, crayon marks, pencil marks, food and so forth from walls.

Remove all nails and hooks, fill holes as necessary.

Remove all dirt, smudges and other spots.

WINDOWS

Clean inside **and** outside surfaces, all windows and window frames so that they are free of spots, streaks or film.

Clean window sills, curtain rods, and blinds.

Remove screens, brush and wash to remove lint and dust, and reinstall.

DOORS

Remove all dirt and stains on both sides.

Clean interior and exterior doors and frames so that they are free of dust and stains on both sides.

Place all keys in their appropriate doors

LIGHTING FIXTURES

Ensure all fixtures have operating light bulbs.

Clean all components, including incandescent bulbs, to ensure that there are no insects, dirt, lint, film and streaks.

Remove, clean, and replace globes and lamp shades.

CABINETS, CLOSETS, DRAWERS AND SHADES

Remove all shelf paper, tape, staples and tacks.

Remove all food particles, trash and personal items.

Clean and wash all surfaces so that they are free of dirt and stains.

Open all cabinets, closets, drawers, for final inspection

MIRRORS

Clean to shine with no streaks.

RADIATORS, PIPES AND HEATING VENTS

Wash radiators, pipes and vent registers.

Remove dirt, sediments, and stains.

REFRIGERATOR AND FREEZER

Defrost and wipe doors.
Remove all food particles.
Clean thoroughly on the inside and outside to include doors, door gaskets, sides, top, and area around coils.
Clean and replace drain pan.
Clean surface beneath, above, and behind appliance.
Move appliance away from wall for cleaning and move back after cleaning.
Adjust setting to lowest level.

VENTILATION, AIR VENTS, AND RANGE HOODS

Wipe down range hood.
Wipe down air vent grills and replace filters as necessary.
Remove completely grease, stains, and dirt sediments inside and outside.
Clean or replace permanent filters.

KITCHEN, BATHROOM, AND TOILET

Remove stains, lime and mineral deposits, and excessive soap residue from all equipment.
Clean all equipment to include bathtubs, washbasins, toilet bowls, showers, mirrors and mirror shelves, towel rails, medicine cabinets, kitchen sinks, and related hardware.
Clean wall and floor tile.
Polish all equipment, fixtures and wall tiles to a streak-free shine.

TRASH CANS

Empty and remove any crusted-on garbage.
Empty and clean.

UPHOLSTERED FURNITURE

Wipe down and remove stains.
Clean to remove lint, dust, and dirt.
Remove spots and stains to the maximum extent possible.

WOODEN FURNITURE

Wipe down and remove stains.
Clean to remove dust, dirt, food particles, and streaks.
Lightly wax outside surfaces and polish to shine.
Clean doors and drawers to be free of dust, dirt, or other foreign matter.
Remove drawers completely so that frames and rollers can be cleaned of dust and other particles.

BEDSPRINGS, BOX SPRINGS, MATTRESSES, AND MATTRESS COVERS

Wipe down and remove stains.
Clean to remove dirt, dust, and other loose matter.
Wash mattress covers to remove dirt, dust, and stains. Note: Quartermaster Laundry, Bldg# 323, M-F, 0800-1600, except German Holidays, will clean it for free.

STORAGE AREAS

Remove all items from storage room and clean thoroughly.

How to Defrost a Refrigerator Freezer

1. Step 1: Turn the freezer off. Controls may be inside the refrigerator.
2. Step 2: Remove all food from the freezer and store in an ice chest while you are defrosting.
3. Step 3: Remove ice in the freezer compartment. This can be done by: a) letting the freezer door stand open until ice melts; b) putting a pan of hot water in the freezer compartment and closing the door, then checking for melting ice and reheating the water every 10 to 15 minutes.
4. Step 4: Pick up ice and water as it melts with a dishcloth or sponge and deposit into sink.
5. Step 5: Use a sponge or dishcloth and a bowl of warm water to thoroughly wipe out inside of freezer once the freezer is cleared of ice.
6. Step 6: Turn the freezer back on, close the door and let run for 10 to 15 minutes before returning food to the freezer.
7. Step 7: Put food back into freezer and close the door.

Warning:

- Do not use soapy water to clean the freezer.
- Never chip at freezer ice with ice picks or other sharp instruments.

How to Clean a Refrigerator

1. Step 1: Turn the temperature-control knob inside the refrigerator to 'Off.' If you have a refrigerator with a drip pan underneath, remove it to clean.
2. Step 2: Take everything out of the refrigerator.
3. Step 3: Throw away any food that is moldy, outdated or otherwise spoiled.
4. Step 4: Take all removable parts out of the refrigerator, including shelves, wire racks and drawers.
5. Step 5: Fill the sink with warm, soapy water (use mild dish soap).
6. Step 6: Wipe any food matter out of the drawers.
7. Step 7: Hand-wash the shelves, wire racks and drawers, and then rinse them in warm water.
8. Step 8: Let the shelves, wire racks and drawers drain in a dish rack, on paper towels or on newspapers.
9. Step 9: Remove any food matter from the bottom of the refrigerator.
10. Step 10: Wash the inside of the refrigerator using a sponge or dishcloth and the warm, soapy water. Remember the compartments and door racks.
11. Step 11: Rinse the inside of the refrigerator with a sponge or dishcloth and clean warm water.
12. Step 12: For odor control, use a solution of 2 tbsp. baking soda to 1 quart warm water to wash the inside of the refrigerator. A solution of 1 cup of vinegar and 1 gallon warm water is also effective; apply and rinse. A box of baking soda placed in the refrigerator will also cut down on odors.
13. Step 13: Replace all shelves, wire racks and drawers.
14. Step 14: Wash the outside of the refrigerator and the gasket (rubber molding around the door) with warm, soapy water; rinse and wipe dry.
15. Step 15: Turn the temperature control knob inside the refrigerator back to the recommended setting.
16. Step 16: Return the food to the refrigerator, first wiping off any bottles or jars that are sticky.

APPENDIX J

BARRACKS ROOM CLEARING STANDARDS

Used for Soldiers clearing their rooms

*The following areas will be inspected for out-processing the barracks.*

BLDG # _____ RM: _____ # Keys Issued _____ # Keys Returned _____

Clearing checklist for room (no roommate)

1. Ensure that all trash is removed from the room.
2. Ensure that drawers to all furniture and/or cabinets are wiped out & completely empty.
3. Ensure that all hangers are removed from the all closets or wall-lockers.
4. Ensure that the room is swept properly (under beds, under furniture, in closets, behind fridge, etc).
5. Ensure that the room is mopped properly (under beds, under furniture, in closets, behind fridge, etc).
6. Ensure that the refrigerator is empty, wiped out, and defrosted. (leave plugged in)
7. Ensure that the microwave is wiped out.
8. Ensure that the sink area is properly cleaned.
9. Ensure that the toilet and restroom area is properly cleaned to include tile walls.
10. Ensure that the shower or tub is properly cleaned to include tile walls.
11. Ensure that the ceiling fan, lights and trim boards are dusted off.
12. Ensure that window, blinds, and window sills are cleaned and are wiped off.
13. Ensure that all furniture is wiped off.
14. Ensure that the AC vents are dusted and cleaned.

CHECK
WHEN
PASSED

Clearing checklist for room (with roommate)

1. Ensure that all trash is removed from your side of the room.
2. Ensure that your drawers to all furniture and/or cabinets are wiped out & completely empty.
3. Ensure that all hangers are removed from the all closets or wall-lockers.
4. Ensure that your side of the room is swept properly (under beds, under furniture, in closets, behind fridge, etc).
5. Ensure that your side of the room is mopped properly (under beds, under furniture, in closets, behind fridge, etc).
6. Ensure that your items are out of the refrigerator.
7. Ensure that the microwave is wiped out.
8. Ensure that your side of the sink area is properly cleaned.
9. Ensure that your toilet items are picked up and area is cleaned.
10. Ensure that the ceiling fan, lights and trim boards are dusted off.
11. Ensure that window, blinds, and window sills are cleaned and are wiped off.
12. Ensure that the AC vents are dusted and cleaned.

Failure to meet the above requirements may result in re-inspection and/or charges for cleaning and slow down you're clearing process.

Upon clearing the Barracks Management Office, ensure that any room deficiencies have been brought to the Barracks Management Offices attention.

PRE INSPECTION DATE:
FINAL INSPECTION DATE:
PASSED INSPECTION ON:
FAILED INSPECTION ON:
REINSPECT ON:
FAILED 2ND INSPECTION ON:
CHARGE FOR DAMAGES AND/OR CLEANING: \$

Inspector's Name

Occupant's Name and Rank

Inspector's Signature and date

Occupant's Signature and Date

APPENDIX K

Customer Feedback Survey
Distribution/Collection

After each assignment and termination the FSBP team(s) will ask the Soldier to complete a "Point of Service" customer feedback survey. After a mass assignment/termination, the Team(s) will ask unit's leaders to complete a similar customer feedback survey.

The 3 survey forms are collected at least weekly (daily if large quantities) and turned into FSBP Admin Office for scanning. Sending the forms through distribution is appropriate.

Forms will be utilized to provide periodic reports to the Garrison HSG Div Chief.

APPENDIX L

SINGLE SOLDIER HOUSING AREA CHAIN OF COMMAND

Commander, United States Army Garrison Hohenfels Phone: 466-1510
LTC Kevin J. Quarles

CSM United States Army Garrison Hohenfels Phone: 466-1520
CSM Brenda Kadet

Chief, Housing Division Phone: 466-2681
Mr. Hans Motzer

First Sergeants Barracks Program Manager Phone: 466-3637
Mr. Perry Clark

NCOIC, Housing Division, DPW Phone: 466-3648
SSG Jeremie Parks

Area Coordinator/Building Manager Phone: _____
Name: _____

Building Coordinator/Fire Warden Phone: _____
Name: _____
Building# _____ Room# _____

First Floor Stairwell/Floor Coordinator Phone: _____
Name: _____
Building# _____ Room# _____

Second Floor Stairwell/Floor Coordinator Phone: _____
Name: _____
Building# _____ Room# _____

Third Floor Stairwell/Floor Coordinator Phone: _____
Name: _____
Building# _____ Room# _____

APPENDIX M

BUILDING COORDINATOR CHECKLIST

Name: _____ Building # _____

PART A: INTERIOR BUILDING INSPECTION CHECKLIST

| | EXC | SAT | NEEDS IMPROV |
|---|-------|-------|-----------------|
| 1. Stairwells/Hallways: | | | |
| a. Floors/railings swept daily | _____ | _____ | _____ |
| b. Floors/railings mopped/wiped daily | _____ | _____ | _____ |
| c. Spills cleaned up immediately | _____ | _____ | _____ |
| d. Billeting Area Chain of Command posted visibly | _____ | _____ | _____ |
| e. Light in common-use areas | _____ | _____ | _____ |
| f. No trash, waste or refuse build-up | _____ | _____ | _____ |
| g. No unsecured individual property | _____ | _____ | _____ |
| 2. Laundry Rooms: | | | |
| a. Washers/dryers all functional | _____ | _____ | _____ |
| b. Inside/outside of all washers/dryers clean | _____ | _____ | _____ |
| c. Lint traps clean in washers and dryers | _____ | _____ | _____ |
| d. Floors swept/mopped weekly | _____ | _____ | _____ |
| e. Utility sinks clean/sanitized | _____ | _____ | _____ |
| f. Garbage cans emptied and clean | _____ | _____ | _____ |
| g. No trash, waste or refuse build-up | _____ | _____ | _____ |
| h. Walls/windows wiped down/cleaned | _____ | _____ | _____ |
| i. Light work | _____ | _____ | _____ |
| j. No personal property left unsecured | _____ | _____ | _____ |
| 3. Attics and Storage Areas: | | | |
| a. Floors swept/mopped weekly | _____ | _____ | _____ |
| b. Garbage cans emptied/cleaned | _____ | _____ | _____ |
| c. No trash, waste or refuse build-up | _____ | _____ | _____ |
| d. Walls/windows wiped down/cleaned | _____ | _____ | _____ |
| e. Individual property secured | _____ | _____ | _____ |
| f. Light work | _____ | _____ | _____ |
| g. All windows closed | _____ | _____ | _____ |

APPENDIX M
(continued)

PART B: EXTERIOR BUILDING INSPECTION CHECKLIST

| | EXC | SAT | NEEDS IMPROV |
|---|-------|-------|-----------------|
| 1. Exterior steps, sidewalks and gutters are swept | _____ | _____ | _____ |
| 2. Parking Lots: | | | |
| a. Policed of all trash | _____ | _____ | _____ |
| b. Not used for unregistered or non-operational vehicles | _____ | _____ | _____ |
| c. Swept weekly | _____ | _____ | _____ |
| d. Parking only in approved spaces | _____ | _____ | _____ |
| 3. Garbage Containers: | | | |
| a. Emptied regularly | _____ | _____ | _____ |
| b. Surrounding area policed as needed | _____ | _____ | _____ |
| c. Individual garbage wrapped | _____ | _____ | _____ |
| 4. Building Exteriors: | | | |
| a. Outside glaze on stairwells and walls cleaned weekly | _____ | _____ | _____ |
| b. Common windows cleaned quarterly (date last cleaned _____) | _____ | _____ | _____ |
| 5. Other Exterior Areas: | | | |
| a. All trash policed weekly | _____ | _____ | _____ |
| b. Lawns mowed weekly | _____ | _____ | _____ |
| c. Holes filled, spots re-seeded, as required | _____ | _____ | _____ |
| d. Shrubs trimmed as required | _____ | _____ | _____ |
| e. Streetlights, all exterior building lights work properly | _____ | _____ | _____ |

APPENDIX M
(continued)

PART C: COMMENTS

1. Specifically identify problems with deficient areas and corrective actions taken.
2. Identify assistance needed from Area Coordinator and/or the community staff to ensure appropriate corrective action.
3. Use a continuation sheet if necessary.

PART D: The undersigned can be reached at _____.

(Signature) (Date)

Name
Rank, USA
Building Coordinator
Building Number

IMEU-HHF-PWH

SUBJECT: First Sergeant's Barracks Program Standard Operating Procedures

APPENDIX N

SAMPLE STAIRWELL/FLOOR COORDINATOR APPOINTMENT

IMEU-HHF-PWH

(Date)

MEMORANDUM FOR (Rank, Name, Building Number, and Room Number)

SUBJECT: Appointment as Stairwell/Floor Coordinator

1. Reference United States Army Garrison Hohenfels First Sergeant's Barracks Program Standard Operating Procedures.
2. You are hereby appointed as Stairwell/Floor Coordinator for _____. Specific duties of a Stairwell/Floor Coordinator are contained in paragraph 4f of the First Sergeant's Barracks Program Standard Operating Procedures.
3. You are to designate an Alternate Stairwell/Floor Coordinator to assume your responsibilities during periods of your absence. The name and address of the individual appointed as Alternate Stairwell/Floor Coordinator is to be provided to the undersigned.
4. The period of this appointment is indefinite or until properly relieved from appointment by the Building Coordinator.

(Signature)

Name
Rank, USA
Building Coordinator
Building Number

CF:
Area Coordinator
Stairwell/Floor Coordinator

APPENDIX O

BUILDING/STAIRWELL/FLOOR COORDINATOR PERFORMANCE COUNSELING CHECKLIST

Name: _____ Position: _____ BLDG#: _____

| | EXC | SAT | NEEDS IMPROV |
|---|-------|-------|-----------------|
| 1. Interior Repair, Cleanliness | | | |
| a. Stairwells | _____ | _____ | _____ |
| b. Laundry Rooms | _____ | _____ | _____ |
| c. Storage Areas | _____ | _____ | _____ |
| d. Hall Lights | _____ | _____ | _____ |
| e. Window | _____ | _____ | _____ |
| 2. Exterior Beautification, Cleanliness | | | |
| a. preservation of landscaping | _____ | _____ | _____ |
| b. Lawn Mowing/Seeding/Watering | _____ | _____ | _____ |
| c. Shrubbery Trimming | _____ | _____ | _____ |
| d. Parking Lots and Sidewalks | _____ | _____ | _____ |
| e. Dumpster/Garbage Areas | _____ | _____ | _____ |
| f. Other Exterior Common Areas | _____ | _____ | _____ |
| g. Street Lights | _____ | _____ | _____ |
| h. Clean-up Campaign, Deployment/Redeployment Participation | _____ | _____ | _____ |
| e. Dumpster/Garbage Areas | _____ | _____ | _____ |
| f. Other Exterior Common Areas | _____ | _____ | _____ |
| 3. Safety and Conservation | _____ | _____ | _____ |
| 4. Discipline | | | |
| a. Complaint Resolution | _____ | _____ | _____ |
| b. Quiet Hour Enforcement | _____ | _____ | _____ |
| c. Incident Rate | _____ | _____ | _____ |
| d. Vandalism Rate | _____ | _____ | _____ |

APPENDIX O
(continued)

**BUILDING/STAIRWELL/FLOOR COORDINATOR PERFORMANCE COUNSELING
CHECKLIST**

5. Coordination and Control

- a. Required Training
- b. Alternate Appointed
- c. Conducts Required Meetings
- d. Attends Required Meetings
- e. Completes Required Inspections
- f. Conducts Required Counseling

| | | |
|-------|-------|-------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

6. Comments:

(Signature)

(Date)

Name
Rank, USA
Building Coordinator
Building Number

IMEU-HHF-PWH

SUBJECT: First Sergeant's Barracks Program Standard Operating Procedures

APPENDIX P

SAMPLE APPOINTMENT OF TEMPORARY BUILDING COORDINATOR

IMEU-HHF-PWH

DATE

MEMORANDUM FOR _____, BUILDING# _____, ROOM# _____

SUBJECT: Appointment of Temporary Building Coordinator

1. Reference United States Army Garrison Hohenfels First Sergeant's Barracks Program Standard Operating Procedures.

2. You are appointed as Temporary Building Coordinator for Building number _____. You are representing the current Building Coordinator _____ during his/her absence from _____ until _____.

3. As temporary Building Coordinator you will be responsible for the discipline, overall appearance, and sanitation in and around the building and those specific duties described the reference. A copy of this appointment along with other necessary information must be posted on the bulletin boards in each stairwell of the building.

4. The point of contact is the undersigned at DSN: _____.

(Signature)

Name
Rank, USA
Building Coordinator
Building Number

CF:
Area Coordinator
FSBP Manager

IMEU-HHF-PWH

SUBJECT: First Sergeant's Barracks Program Standard Operating Procedures

APPENDIX Q

SAMPLE SINGLE SOLDIER HOUSING VIOLATION

IMEU-HHF-PWH

DATE

MEMORANDUM FOR _____

SUBJECT: Single Soldier Housing Violation

1. You are hereby advised that you are in violation of United States Army Garrison First Sergeant's Barracks Program Standard Operating Procedures, for the following reason(s):

- a. Excessive Noise b. Guest Supervision c. Scheduled Clean Up Duties d. Police Call
e. Vehicle/Parking Issue f. Fire Prevention g. SORT Violation h. Environmental
i. Grass Not Cut j. Other _____

Explanation:

2. You are to ensure that the above violation(s) are corrected without delay. If you fail to take corrective action by _____, your chain of command will be notified.
(Date)

3. Under USAREUR Supplement 1 to AR 420-1 and AR 420-1, and the United States Army Garrison First Sergeant's Barracks Standard Operating Procedures, tenants are responsible for the conduct of their guests.

4. Remember that we all must do what we can to preserve the good order and discipline of our single Soldier housing areas.

5. The point of contact is the undersigned at DSN: _____.

(Signature)

Name
Rank, USA
Building Coordinator
Building Number